



Attentive Realty & Property Management LLC

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Welcome to the Attentive Realty & Property Management Family

*Our Office hours are Monday – Friday 9:00 AM – 5:00 PM. Rent checks can be mailed to 8275 S Eastern Ave Ste 200 Office 220, Las Vegas NV 89123 or you may drop off Rent payment to our Office Suite direct, or you may leave Rent payment in a sealed Envelope made out to Attentive Realty Ste 220 with the Receptionist on the 2nd Floor. Our Office is closed on weekends and holidays. **No drop off box is available.** Do **NOT** put Rent payment under the front doors of the 1st floor. These doors are not monitored.*

***We thank you for your trust in us to be your property manager.** We further thank you and trust in you, to take care of the home that you will live in. Please feel free to ask questions before signing anything so that we may clear up any questions that you might have. Rental Application at Attentive Realty & Property Management is \$65.00 per Adult. All Adults and Children and Pets **have** to be named on the Lease. We care about you and want to ensure that everyone on the lease and protected.*

All of our Leases are done via Electronic Signatures. Reduced cost to set up our lease is \$120.00. If you choose to sign a lease via “wet signature” (meaning you come into our office or meet the Property Manager in person and we print the entire lease so you can sign it in person), the processing fee of \$165.00. We highly recommend that you safeguard your lease.

Shall you ever require additional copies of your lease during the course of the lease, a Document processing fee is being assessed to your account in the amount of \$65.00 per request via online or \$120.00 via hard copy print request. Shall you need a copy to be mailed to you or anyone else a mailing processing fee for \$7.50 is being charged for postage.

We love what we do, so you can count on us to be there for you. We hope that we can count on you to be a responsible Tenant like we expect our Owners to be responsible Owners and take care of your needs as well.

Please read the Document in its entirety

- **Rent payment** online: <https://attentiverealty.com/rental-home> follows easy instructions. All Rents are due on the 1st of every month. If the first (1) falls on a weekend or a Holiday, the rent is due on the prior business day. Late Fees equal 5% of Rent due that includes utilities (if any are assessed to your account). Bank transactions online take time to process. We suggest paying the day before the due date, or ensure that the payment is initiated before 12:00 Noon on the 1st to avoid late fees. Please refer to your lease for the exact amount. Late Fees are applied to your lease on the 4th of every month. On the 5th of the month a 7 day filing will begin (request for eviction). This will result in additional possible fees to you of \$505.00 On the 5th of the only acceptable form of payment is Cashier's check, money order. Please be advised that our online vendor is a 3rd party vendor and charges a slight fee to get your payment processed. We DO NOT accept post dated checks and we will NOT HOLD checks for later deposits. We also DO NOT accept Cash. So that we may apply your payment to your account we ask that you ALWAYS put your property address on the checks or money orders.
- **Failure to pay rent** as stipulated above will result in you being served a 7 DAY NOTICE TO PAY OR QUIT. Step 1: A Notice to pay or quit, \$55.00 filing fee, and a \$75.00 Administrative Fee from Attentive Realty & Property Management will be applied to your account per eviction attempt. Step 2: if payment along with late fees and filing fees and administrative fees is not paid within the specified time, Eviction procedures will begin. Further fees will be accessed to your Account: Eviction Cost of actual fees assessed Summary Eviction cost currently \$200.00 and an Administrative Fee of \$175.00 from Attentive Realty & Property Management for servicing fees. In accordance with your lease all late fees, legal fees, service fees, and repair cost/fees are considered rent. All late rents must be paid in certified funds or money order after the 4th day of the month. **No exception.**

- **DELINQUENT and COLLECTION ACCOUNTS Billing Cycle:** Explanation below per Financial Documents.
The elapsed time between each statement, usually 30 days from last Statement Date: the date the billing statement is produced during each billing cycle .Current Billing Period: from the first date of the previous month to the statement end date. Previous Billing Period: the account activity prior to the current billing period. Account Balance: the total amount due. Please refer to Financial Policy Document attached to Lease for further details.
- *Any personal check returned to our office for insufficient funds will be charged a NSF Fee (refer to your lease for the fee amount) and you will relinquish your right to pay in form of personal check or online payments. Repayment must be made within 24 hour of notice of default.*
- *Your Security Deposit is **NOT** considered your last month Rent payment. If you intent to vacate the home, you are required to provide Attentive Realty & Property Management with a 30 day written notice, before your lease expiration date. All required documents are on our Web page: <https://attentiverealty.com/rental-homes/>
If you are not staying the required term of the lease you might be charged additional fees until the home is released resulting in re-letting charges for you. We do however understand that life's changes happen, and we are willing to work with you and assist you in the best way we can.*
- *Renters Insurance is required **before Keys are turned over**. We encourage you to have your Insurance Company email us a copy ASAP. We hate the thought of you paying Rent and not being able to receive keys. Once you are in a lease and renew your lease for any extend period of time, it is required to for you to upkeep the renters insurance as well. If you fail to keep coverage, a penalty fee of \$275.00 will be added to your account, and might be grounds for termination of lease at any time. We want to ensure that you, your family, your pets and your belongings are always covered. In the event that you own a pet, the pet **has** to be on the insurance policy as well. Please add us as your Property Manager to your policy.*
- *All utilities are your responsibility unless otherwise stated in the lease. All utilities must be put into your name **before** move in or at the lease start date, so you may not experience lack of service. Upon move out a copy of the Final payment to Water, Sewer, Trash Utilities are required for you to turn in to us, so that we may get your security deposit back to you as quick as possible. If none provided an automatic \$300.00 will be*

held in escrow and will become non-refundable after 30 days of move out.

- *You will receive a Move in inspection sheet –that is due back to our office no later than 30 days of move in/or with your next month rent due payment. This identical document will be used to do your move out. We will require a signature from you. Once our Office has reviewed the document we will sign acceptance and get a copy back to you. It is very important document for you, so please help us, help you to get the most if not all of your Security deposit back.*

- ***For any routine maintenance** problems please go to web site and log into your personal online account to submit a work order. Maintenance request service must be done in writing. Please be as specific as you can be. If you experience an emergency please call our direct line during regular office hours or you assigned Property Managers Cell phone. You will find your assigned Property Managers Cell Phone # in your lease. We will get the emergency started right of way. Failure to be present for your appointment with our Vendors will result in a NOW SHOW Fee from both the Vendor and Attentive Realty. All Maintenance Service orders have a maintenance fee of up to \$100.00 assigned to you the Tenant, the rest the owner will cover no matter the repair cost, unless you have caused the damage to the property.*

- *Notice of responsibly of the Home you are renting. The home you are occupying is your home; therefore the responsibility of upkeep and maintenance is your responsibility- according to your guidelines on the lease. If you are absent from the home, it is important that you have someone to take care of the home in your absence that can take care of issues as they may arise. If the Property Manager has to take care of any issues while you are absent the responsibility of any cost due, like hourly wages that we incur and any emergency cost that is associated with the repair will become your cost. IF we have to cover cost on your behalf, a 15% surcharge from Attentive Realty will apply on top of any repair or fee.*

- *As a Tenant YOU are responsible for the changing/cleaning of your furnace/air conditioner filters. Great damage can result in your failure to change/clean these filters. It is recommended that filters be changed every 30 days. The lack of changing of these filters is very costly to you, as you may have to pay thousands of dollars to fix such a unit. So we urge you to change the filters every 30 days.*

- **Smoke detectors** are there for you and your families' protection as well as the protection of the property. We ensure all smoke detectors are in working condition upon your move in. For your own peace of mind please check these on a regular basis. Even though a smoke detector like AC filters are you're responsibly, we have a few maintenance companies that we work with, that can assist you for a nominal fee.

- **HOA Rules and Regulations.** Most, if not all of our homes are located in a HOA govern community. You will be provided with a copy of the governing documents that you must abide by. HOA's are NOT considered to be your reminder service to upkeep your property. Attentive Realty charges fines as of the 1st violation being issued to you, (See HOA Fine Addendum attached to your lease. Attentive Realty & Property Management charges a processing fee to your account. Please refer to your Lease for HOA Violation Fees per violation. Each processing fee can be expensive. If we receive a 4th violation on your property it is grounds for termination of lease as well. Properties that are located in a NON HOA Property are held to the same high level of Property upkeep, so therefor if we sent you notice for problems with your property, the fees are the same as the fees for an HOA governed community. **Take Pride in your Home. We all share the same planet and living environment.**

- **Landscaping** maintenance of front, back, sides yards and in some cases common areas are your responsibility. Please do not assume that something is not your responsibility – instead ask and we will find out – always better to ask the question than be charged a fee for Noncompliance.

- In the event your property has a Landscaping and/or Pool Contractor assigned to your Property, a contact phone number and vendor name will be provided to you in your lease. Don't assume that vendors know everything that is happening on your property is proactive, and of course communication is key to them as well. IF you see something please bring it to the attention of the contractor assigned to your Property. They in turn will inform us if we need to correct anything that requires authorization first. If you have a Pool and a contractor for your property, you still have responsibly to upkeep for the time that the vendor is not there. Pool Contractors come out once a week, however bad weather can hit any day. Do NOT wait on Pool Contractor to clean up the mess in the Pool, for this can cause damage to the pump etc. IF that happens you might be charged

with repair costs.

- **Subject of Maintenance:** the Tenant is required to pay up to \$100.00 of any repair cost. Refer back to the lease for further details. This fee applies to any work order assigned to a property. Our goal is to ensure a good quality home for everyone to enjoy. Maintenance of the home is very important, and yes you are renting and not owning the property, it is a Home that is to provide you as well as the next Tenant a place you call HOME
- **Missed Appointment Fees-** If you have an appointment set with a Vendor and you are a NO SHOW for your Vendor- and automatic NO Show fee of at least \$75.00 will be applied to your Rent. If the Vendor charges a higher Fee- your No Show Fee will increase. If we, Attentive Realty & Property Management have an appointment with you, and you are a NO SHOW the No Show fee will be a flat Fee of \$75.00 1st No Show- 2nd No Show the Fee will be \$150.00. We understand everyone's time is valuable and we are no exception. We hope we can count on you to never miss an appointment
- **Keys:** Attentive Realty & Property Management will issue you keys at move in. PLEASE BE ADVISED THAT WE DO NOT DO LOCK CHANGES. It is your responsibility to get the locks changed at move in. Mailbox Keys will be issued if available, however mail is private and we urge you to go to the post office with a copy of your lease to get the mailboxes rekeyed, This is for your privacy and mail protection.
- You are required to keep us notified every time you change your contact phone numbers or email addresses so that we may always get important information out to you.
- Shall you decide it is time to move out for whatever reason a 30 day notice must be given. You can complete the move out request via our web page under <https://attentiverealty.com/rental-homes/> – follow further easy directions, please also download and/or read the Move out checklist to ensure your refund of your deposits, A 15% surcharge will be applied to any work orders if at move out, Attentive Realty & Property Management has to dispatch Vendors to return the Property back to its original condition at the time the property was turned over to you. Further, Any Invoice get prepaid by the Property Owner, with a surcharge of 10% added – that also gets added to your invoice. We do not want your Money, we just want the home turned over to us, with the same respect we gave you before you moved in.

- *Last, but not least your favorite subject, when do I get my Security Deposit back. Our refund policy is in regulation of Nevada Law. Attentive Realty and Property Management will process all payments and documents (30) thirty days from move out date- or turnover of keys to the Home. We will mail all related documents and check to the forwarding addresses provided to us by you. The move out check list is provided on the web page for you. We will do everything to ensure a quick and easy return. As always, communication is KEY to a smooth transaction.*

- ***In the event of early Termination of lease.***

The term of the Lease is always fully enforced. However, Life changes can happen sometimes. In the event that you would have to terminate the Lease early, the following fees will apply,

 - a. *Term of lease is strictly enforced, meaning you owe rent for the term of the lease or as soon as the property is rented again, at that point you are release of further rental amount due from this point forward. We can work together to get the Property rented out again as soon as possible. In the event that the property cannot be rented out again at the rental rate you were leasing the property for, you will be charged the difference until the term of your lease has expired. Utilities are to remain in your name until the property is rented out again. In the Event that you turn off utilities, you will be charged a penalty fee of \$175.00 and amount due to Utilities until the property is rented out again.*
 - b. *Other fees that will apply, Early Termination Fee paid to the Property Manager due amount is \$275.00.*
 - c. *Fees that are normally being paid by the Property owner: Commissions having to be paid out to get it rented again. (Invoice provided). Owner lease set up fee also in the amount of \$275.00 will also be passed on to you.*
 - d. *Unfortunately, lots of work and effort goes into getting a home rented out.*

In the event that the terms and the conditions of your rental agreement might change during the course of your lease, an updated document will go out to you via email. No further signature is required. Documents are automatically uploaded to your online account. Reason that terms and conditions may change are most likely due to the Property Manager has implemented new procedures, fees and/or fines, or Nevada Law has implemented changes that must be implemented in order to stay in Compliance and protect everyone's rights.

I have read and understand the above information provided to me

We look forward to serving you. Welcome to the Attentive Family

Tenant Signature

Date:

Tenant Signature

Date:
